

Hello this is Robert Dunn, co-owner of sunshine pet sitters, Inc.

I have been deaf since 4 yrs old due to viral infections. These situations affected my grammar and speech skills that meet fairly to a standard level of people who have met the equals as well as other deaf people have limited to communicate without interpreters. The word "deaf" is simply meant that I've been feeling the way somebody put me inside a sealed glass jar that only I could see everybody but barely understand them.

I'm here to express my experiences about the VRS, before it was invented...

I opened my pet sitting business while I used the relay service ( Florida's called FRS stands for the Florida relay service ) I had struggled with obtaining new customers, they once learned that I'm deaf as the owner.. They would think first thing about how to meet and communicate with me instead of my business proposal as good deals. The result came out that every 7 out of 10 new customers decided not to take my service.

Afterward, the VRS began in May '02... It helped my business growing incredible. The numbers looked improved a lot such as every 9 of 10 new customers learned that I was deaf after we met first time at their front doors, and still took my services because of my professional appearances.

Other stories, after midnight my son 3 years old was very sick, my wife used the VRS to communicate with nurse just because of faster and saving times without "ga and sk" so then I felt very safe for " speed up" communication also, I did not really know my uncle very well just because the FRS would take me forever to talk about anything than typing " how are you " without showing my emotional such as no smiles and tears via the FRS but the vrs can tell my uncle that I have common emotional, too. And then, he realized that he has another brilliant nephew. This was because those interpreters translated my American sign language to be leveled with their English grammars standard.

In additional to that I used "VCO", my mom was overjoyed to hear my voice via the VRS as it called the voice carry over. She simply said with tears... "Finally I heard your voice first time over phone for 35 years ". Sometime she imagined that I could hear her voice, from now on.

At last, I really wanted you to know that I'm not only the one but other 10,000 VRS customers like me have similar feelings about the FCC cut off the video relay service rates that can effect us to feel like that you, the FCC put us in the sealed glass jar again. And I may lose more new customers which means I would depend on disabled check again. I'm certainly positive that there are ever worse cases than mine. I hope this message would make you to reconsider to bring the VRS's original rate per minute back...

Thank you for your time to read...

Sincerely,

Robert Dunn